

TECHNOLOGY COORDINATION OFFICE

Review and Opinion Regarding the Proposed Software Maintenance Contract Renewal for Sheriff's Office Computer Aided Dispatch System September 26, 2008

SPONSOR: Wink Downen
Administrator – Information Systems
Shelby County Sheriff's Office
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Cost Summary:

O&M

FY2009

\$173,340

FY 2009 Budget Impact

Budgeted?

YES

VENDOR: PRINTRAK (a Motorola Company)

OVERVIEW:

This proposal is for the renewal of an existing software support and maintenance agreement for the Sheriff's Office Computer Aided Dispatch System (CADS) for fiscal year 2009. *Purchasing has designated PRINTRAK as the sole source provider of these services for Shelby County.*

The Sheriff's Office relies upon this system to perform the essential function of the 911/Communications Call Center. All calls received 911 or the non-emergency phones are documented in the CAD system. The system interfaces with mapping technology, providing a visual view of the call and provides the dispatcher with information concerning units available to respond. The CAD system ensures responses are dispatched at the proper level of priority.

OPINION: RECOMMENDED

BUSINESS NEED

Shelby County law enforcement has deployed the PRINTRAK CADS technology since the 1994. The system has been upgraded twice over the years to take advantage of technological enhancements.

The productivity benefits of efficient call dispatch management are self-evident. The maintenance and support of the system is necessary to receive software patches as issues arise. The Shelby County Fire Department shares this CAD system with the SCSO.

VALUE FOR THE FINANCIAL OUTLAY

The annual cost of maintenance and support appears reasonable. The amount requested for fiscal year 2009 is at the same level as FY08, i.e. *no year-over-year increase in maintenance cost.*

DUE DILIGENCE

The TCO has undertaken investigatory conversations with the IT Administrator of the Sheriff's Office relative to the CADS system and its support. His responses indicated no significant risks.

STRATEGIC FIT

Continuing use of such specialized technology is consistent with the Sheriff's Office near term strategy.

INFORMATION SECURITY CONSIDERATIONS

This vendor is a well-established, large company used to operating in the law enforcement environment and has a record of productive working relationships with the Sheriff's Office. The contract between PRINTRAK and the County clearly enforces a due-care requirement to maintain strict confidentiality. As such, the risk appears to be managed adequately, provided the County adheres to standard security 'best practices' to maintain and monitor its network security.

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